

# NCIC Validations - Clear, No Contact Rate Emergency Services



KPI Owner: Sherrie Masden

Process: Enter and Validate Information to the NCIC - Low Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY'14 - 23%		Data Source: Open Fox	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions		
Goal: Reduce the property validation defect rate to no more than 10%		Goal Source: Dept Management Team	Measurement Method: The number of property validations (guns and vehicles) that have to be removed each month from the national database divided by the total number of property validations for the month		
Benchmark: TBD		Benchmark Source: N/A	Why Measure: Keeping entries in the NCIC database helps officer and community safety		
			Next Improvement Step: Release revision of SOP for Validation Process; validate long term solutions		
How Are We Doing?					
Jun2015-May2016 12 Month Goal	Jun2015-May2016 12 Month Average		Apr2016 Goal	Apr2016 Actual	
10%	17%		10%	18%	
Percent	Percent		Percent	Percent	

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Good

